Government electronic services : the introduction of national experience

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Characterized the dynamics of introducing electronic services in Ukraine in 2014-2016

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INTRODUCTION

The main priority in the further development of e-Government is using information and communication systems, the maximum increases the efficiency, openness and transparency of the actions of bodies of State power and bodies of local self-government. In this context, the introduction of public e-services is a major factor in the development of e-governance [1].

According to the Initiative "E-Europe" (e-Europe), launched by the European Commission (December 1999) and supported European Council in Lisbon (March 2000) in the countries of the EU Introduction 20 basic public e-services: 12-for citizens and 8 for businesses.

In EU the following are available for electronic services: income taxes: Declaration, notification of the check; the services of employment agencies job search help with social security: unemployment claims; aid for children; medical costs (reimbursement or direct settlement); student grants; personal documents (passport and driver's license); vehicle registration (new, old, imported); application to allow construction; statement to law enforcement agencies (e.g. in case of theft) and public libraries (availability of catalogues search tools); certificates (birth and registration of marriage): request and delivery; entry into higher educational institutions/universities; the announcement of moving (change of address); services related to health care (interactive consulting services in a variety of medical-prophylactic institutions; entry at the reception).

For business in the EU practice of e-services: social contributions for workers; corporate taxes: Declaration, notification; the positive cost: statement; business registration; submission of data to Statistical Bureau; Customs Declaration; permissions from environmental services (including reporting); procurement for State needs [2].

THE DYNAMICS OF IMPLEMENTATION GOVERNMENT E-SERVICES IN UKRAINE

In Ukraine, the e-Government has already established a fundamental change in strategy, communication and relationships between citizens and public authorities and local self-government.

In 2014 already introduced such public electronic services: State Register of rights to real property; Unified Register of enterprises for which instituted the proceedings in bankruptcy; Single State Register of legal entities and natural persons-entrepreneurs; The State Register of printed media and news agencies as subjects of information activities (print media); The only directory of community groups (voluntary groups); Register of public associations (associations); Only of electronic digital signature (EDS); Electronic Court; Reception of citizens by means of video; E-commerce (on-line auctions for the sale of arrested property); Information systems (search for legislative documents); The only database of email addresses, fax numbers (faxes) subjects of powers; The activity of the arbitration managers; The State registration of acts of civil marriage; Unified Register of notaries; Electronic register of Apostilles; Single State Register of persons

who have committed offences; Single State Register of persons for which apply the provisions of the law of Ukraine "about cleaning up power [3].

The research of the development of e-governance the UN index of on-line services in 2014 was 0.2677, which is below the averages figure (0.3919). While over the past two years, this figure has dropped almost by half (index of on-line services in Ukraine in 2012 – 0,4248 [4].

2016 dynamics of introduction of electronic administrative services obtained a positive value. In particular, the introduction of: registration of the land plot (from October 12); filing of documents for obtaining a license for the implementation of the economic activity of the construction IV and V category of complexity and making changes to the list of types of work business activity of construction IV and V (from July 6); the system of e-Administration the implementation of fuel SEARP) and the introduction of the excise bills (from March 1); electronic submission of applications for registration of marriages (from September 15) (available so far in 6 cities of Ukraine). Also earned services electronic petitions to the Cabinet of Ministers of Ukraine (29 September). Introduced the first e-mail service in the environmental sphere – electronic service implement permit procedures in the field of waste management (June 1).

According to private entrepreneurs, statistics, online services, the most popular among Ukrainians is getting subsidies, issuance/replacement of a foreign passport, receive income of individuals private entrepreneurs, providing information about bringing to criminal responsibility, the absence of (a) criminal record, registration of place of residence, social assistance at birth [5].

As of September 2016 to the property third of centers providing administrative services and one in ten and every tenth local administration. By Business Register hooked district administrations 84, or 17% of the total number [5].

In 2016 Ukraine took 32 place among the 193 member countries of the UNITED NATIONS, with the highest in history of the independence index index of e-participation (EPI) – 0.7458. In addition, Ukraine got 25 places in the global ranking of e-government development, taking 62 position on record for the country index EGDI – 0.6076. Index of on-line services reached indicator 0.5870. The following data published by the UN Department of economic and Social Affairs in the report "UN E-Government Survey 2016" [6].

Thus, in 2014-2016. the dynamics of implementation public e-services has gained a positive value, the index on-line services grew more than twice (with 0.2677 to 0.5870).

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277